



NEWS RELEASE

DEFENSE FINANCE AND ACCOUNTING SERVICE

1931 Jefferson Davis Highway, Crystal Mall 3
Arlington, Virginia 22240-5291

Press Release 02-08
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For External Release

Changes for Retired and Annuity Pay

The Defense Finance and Accounting Service has announced the completion of two projects by its Retiree and Annuitant Pay contractor, ACS Government Services, Inc., that will improve processing of Retired Pay casualty notifications and Annuity Pay establishments and ensure rapid handling of all incoming mail.

The consolidation of the Retired and Annuity Pay operation in Cleveland, OH., will provide more efficient processing of Retired Pay casualty notifications and Annuity Pay establishments. The consolidation also provides for an expansion of customer service hours for Annuitants. Annuitants can now speak to Customer Service Representatives between the hours of 7:00 a.m. to 7:30 p.m. Eastern Standard Time, Monday through Friday.

When calling the Retired and Annuity Pay Contact Center customers should have pencil and paper handy to write down information provided by the customer service representative. Customers should be prepared to provide their social security number or spouse's social security number in the case of Annuitants. Mondays and paydays (first business day of the month) are typically the busiest days of the week and month. Peak hours are between 10 a.m. and 2 p.m. Eastern Standard Time.

To contact DFAS Cleveland call 1-800-321-1080. Retirees can fax their requests to 1-800-469-6559. Annuitants can fax their requests to 1-800-982-8459.

Retirees and Annuitants can also email pay inquiries by going to www.dfas.mil and clicking on **Contact DFAS**. Scroll down the page to the appropriate title i.e. Retired Pay or Annuitant Pay. Scroll

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down and click on Questions or comments. Select Military Retiree or Annuitant then fill out the data fields. After completing your inquiry, click Submit at the bottom of the page. All e-mail inquiries are answered in five to seven business days.

The other project designed to improve customer service is the relocation of mail handling operations to London, Kentucky. The facility has state of the art equipment that enhances the processing of correspondence. The Kentucky staff images all incoming mail, groups the images into files and sends the files via a secure network to the appropriate office for action. The change ensures rapid handling of all incoming mail, which ultimately results in faster customer responses.

Retirees and Annuitants should use the following addresses:

Retirees

Annuitants

Defense Finance and Accounting Service

Defense Finance and Accounting Service

U. S. Military Retirement Pay

U.S. Military Annuitant Pay

P.O. Box 7130

P.O. Box 7131

London, KY 40742-7130

London, KY 40742-7131

Customers should submit copies rather than original documents, when warranted, since the original correspondence will not be returned to the customers. All correspondence should contain the Retiree's or Annuitant's social security number.

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